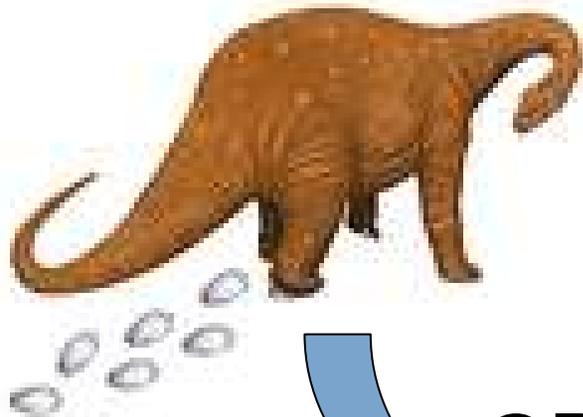


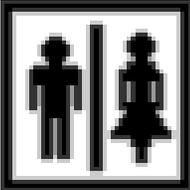
DF 404 Thriving in Change

WILL YOU ACCEPT CHANGE?



OR?

Welcome

- Emergency Exits are 
- Restrooms are 
- Turn pagers and cell phones to vibrate 
- Side bar conversations are discouraged. 

Course Objectives

- List how people respond to change.
- Identify why people are resistant to change.
- List methods to facilitate change.
- List tips to survive change.

Introductions

- Your name?
- Position in the organization?
- Where you are from?
- Your course expectation is?
- What changes have you experienced in the last 30 days?

Webster's Definition of Change

- To become different; alter
- To give a completely different form or appearance; transform
- To give and receive reciprocally; interchange
- To go from one phase to another

Nature of Change

- Change, it never ends!
- Most change involves a sense of loss.
- We resist change.
- We feel stress during change.

Controllable Versus Uncontrollable

Controllable

- Items that we can influence or discuss and will be able to change.

Uncontrollable

- Items that no matter what we do, we cannot control.

How People Respond (Negative)

- “Not ME!”
- “What will this do to MY job security?”
- Anger
- Gossip
- “Who’s in charge here?”
- Panic!
- “I QUIT!”

How People Respond (Positive)

- “This is a challenge”
- Enthusiasm
- “Maybe I can adjust to this change”
- Positive Vision

Why People Resist Change

Fear of Failure

Habit

No need

Loss of control

Closed Mind

Unwilling to learn

Unknown

Concern

Why People Resist Change

“What’s in it for me?”



“If it ain’t broke, don’t fix it”

Why People Respond Differently

Upbringing

Past Success/Failure

Outlook

Control of Situation

Age/Values

Job Satisfaction

Trust

Communication

Stages of Change

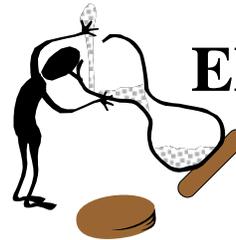
RESISTANCE



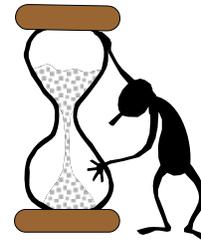
DENIAL



EXPLORATION



COMMITMENT



Facilitating Change

- Involve People
- Ask, don't force
- Ask for commitment
- Raise expectations
- Over-communicate
- Delegate
- Firm, but flexible
- Keep Positive

Survival Tips

- Be Proactive
- Seek to learn
- Let it go
- Lighten up
- Listen more than you speak
- Never burn a bridge

Be Accountable

"Anyone who has never made a mistake has never tried anything new."



Albert Einstein

Evaluation

Please take a few moments to fill out your Evaluation and hand them into the instructor.

Your input is important to us!

